

Boulder Shelter for the Homeless (BSH) Good Neighbor Process
Frequently Asked Questions

1. What is the Good Neighbor Process?

The Good Neighbor Process is a process to:

- **Inform residents of proposed changes to the BSH management plan;**
- **Get neighborhood feedback on the proposed changes, potential neighborhood impacts and mitigation strategies.**

2. What is the Management Plan?

BSH operates under a management plan, which describes how the shelter will operate, including hours of operation. A management plan is a requirement of the land use approval obtained from the city for the BSH site in 2003.

Under the city's code governing homeless shelters, the shelter is required to submit the management plan to the city manager whenever the plan is changed, but at least every three years. BSH has complied with the requirement submitting the same management plan every three years since 2002. The most recent submission was on Dec. 11, 2014.

3. Why is the BSH Management Plan changing?

City Council approved a new Homelessness Strategy on June 20. The Strategy focuses on long-term solutions to homelessness, with housing as the goal of all services.

BSH is the planned location for Program-Based Shelter (PBS). PBS is year-round, ongoing shelter for moderate- and high-need for people that are longer-term local residents unable to resolve their housing crisis without significant support. Program-based shelter participants stay in shelter, with support, until permanently housed at other locations. These residents will be screened before acceptance, through the new county-wide coordinated entry system, and assessed for the right services and housing solution.

PBS would replace the previous system where people with various needs entered on a night-by-night basis without coordinated assessment.

This change is based on national best practices and policy to effectively address homelessness, stabilize residents with the most need, get them into housing more quickly, and reduce overall demand on emergency systems.

4. What changes are proposed for the Management Plan?

Two primary changes are proposed.

- **Permitting eligible clients to be at BSH year-round and during the day until housed; and**
- **Permitting eligible program-based clients to occupy and receive services at BSH year-round until housed, including those who have not yet achieved sobriety. Currently sobriety is a requirement for services May 1-Sept. 30.**

5. How will changes at BSH impact the neighborhood?

This is a new system and impacts are currently not known. It is believed, based on experiences elsewhere, that a more regular group of residents working toward housing solutions and case management with BSH staff will result in positive changes for clients and demand on homeless services. This would have positive impacts for the community. Part of the Good Neighbor Process is to listen to and gather information from neighbors, about questions, concerns impacts and possible solutions.

BSH continues to be committed to being a good neighbor, and future clients will still have to abide by the shelter's rules and expectations inside and outside the building. BSH also works with the Neighborhood Action Shelter Group (NSAG) to address neighborhood issues and concerns.

6. What opportunities do neighbors have to give comments and offer suggestions to BSH related to these changes?

BSH has started the good neighbor process with conversations with the [Neighborhood Shelter Action Group \(NSAG\)](#) and North Boulder homeowners' associations (HOAs) in August and September to introduce proposed changes and get feedback and ideas.

Residents have the opportunity to read the management plan online on the [BSH website](#). They have several opportunities to provide comments and mitigation ideas to BSH:

- **Provide comments online via the [BSH website](#).**
- **Provide comment at the Sept. 19, 2017 City Council meeting.**
- **Participate in a neighborhood meeting to be held Monday, Oct. 2, 2017 from 5:30-7:30 p.m. at the Shining Mountain Waldorf School Gymnasium located at 999 Violet Ave., Boulder, CO 80304.**
- **Contact their [NSAG](#) or HOA representative.**

7. How will the management plan changes be finalized?

Throughout the Good Neighbor Process, BSH will be developing and evaluating mitigation options for neighborhood concerns raised through the process.

BSH will submit its revised management plan, including mitigation plans for any identified adverse impacts to the surrounding neighborhood, to the city in late October.